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Pipeline

## **Income Management Solution**

Leicester City Council

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-007172

Procurement identifier (OCID): ocids-h6vhtk-051ec3 ([view related notices](#))

Published 27 January 2026, 2:51pm

### **Scope**

### **Reference**

1055PCFIN

### **Description**

Leicester City Council (LCC) is seeking a contract for the maintenance and provision of its payment services and income management software, as the current contract expires in 2026 with no further options for extension. The solution provided under this contract will facilitate payments through a variety of channels including online, face-to-face, and telephone payment methods. It will take customer balances from various source systems so that customers can pay accurate amounts due, and will send customer payments information to various source systems to ensure payments are accurately recorded. Reports created by the solution will enable business areas to keep track of payments where there is no source system, and allow interrogation of payments data to create strategic management information. In addition, it will export summary payments information to the main accounting system, currently Unit4 Business World, ensuring good accounting practices are maintained and VAT can be reported correctly. The solution must be cloud-hosted as it is an LCC ICT policy to remain with a cloud-hosted solutions wherever possible. On-premises solutions will not be considered at this time. The Council

also requires the replacement or maintenance of the existing estate of 49 chip and PIN devices, which are P2PE Verifone P400+ devices. It is expected that the current devices can only be maintained by the incumbent provider. The associated payment service provider (PSP), merchant acquiring, and card authorisation services are also required.

### **Total value (estimated)**

- £5,600,000 excluding VAT
- £6,720,000 including VAT

### **Contract dates (estimated)**

- 1 July 2026 to 30 June 2028
- Possible extension to 30 June 2036
- 10 years

### **Main category**

Goods

### **CPV classifications**

- 48000000 - Software package and information systems

### **Contract locations**

- UK - United Kingdom
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## Participation

### Particular suitability

- Small and medium-sized enterprises (SME)
  - Voluntary, community and social enterprises (VCSE)
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## Submission

### Publication date of tender notice (estimated)

13 February 2026

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## Procedure

### Procedure type

Open procedure

### Above or below total value threshold

Above or equal to threshold

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## Contracting authority

## Leicester City Council

- Public Procurement Organisation Number: PXRT-5737-VBQD

City Hall

Leicester

LE1 1FZ

United Kingdom

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Region: UKF21 - Leicester

Organisation type: Public authority - sub-central government